UCSF Journal

CAMPUS MAIL

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Child Care Center More Than A Dream

Members of the Child Care Committee stand on the spot where the child care/study center will be located — just below the bear on the corner of Parnassus and Third. They are coordinator Carol Hardgrove (front right) and (l-r) Orestes Inguanzio, Carmen Arbona, Pat Calarco, Linda Civitello, and Joanne Soued.

An appeal for funds totalling $63,400, the extra amount needed to meet the bid for a campus child care/child study center, was responded to by several foundations as well as groups and individuals on campus, and a contract with California Construction Corporation has been signed.

Pledges came from the Evelyn and Walter Haas Family Fund for $20,000; from the Josephine and Peter Haas Family Fund for $20,000; from the Van Loben Sels Family Fund and the Zellerbach Fund each for $6,500; and from the Bothin Helping Fund for $10,000.

Students in the School of Nursing's first year class pledged $300, and the Graduate Students Association pledged $1,000. Another $750 was contributed by first and second year students in the School of Medicine. Additionally, contributions from individuals on campus have been made. Campus contributions to the development of the Center totalled $59,000 and the UC Regents loaned the campus $101,000.

Even though the contract has been signed, donations are still needed because the proposed structure had to be stripped of many essential components for budgetary reasons and does not include important items such as the play yard, a fence, observation facilities, equipment, and play things.

"We're just getting started and will count on the enthusiasm of the campus for contributions of labor, energy and money," said Carol Hardgrove, coordinator of the child care committee. She and Linda Civitello, Joanne Soued, Pat Calarco and Carmen Arbona, members of the committee who worked hard to raise the $63,400, have tried, along with other committee members, to devise a program that would provide child care for the children of campus employees and students, and that would also give students and health care professionals an opportunity to observe and interact with well children.

"I would like to express my personal delight and congratulations to all those who have worked so hard to make this program a reality on this campus," said Chancellor Sooy in a statement to the campus community.

The committee invites representatives of campus groups who wish to become involved in phase two, the programmatic and policy planning stage, to work with them. For information contact Carol Hardgrove, ext. 4558.

INSIDE THIS ISSUE

CENTER ON DEAFNESS 2-3
UCSF's Center on Deafness treats the mentally ill who are deaf and teaches young deaf babies to use sign language.

HIS VOICE BRINGS HELP...AND PLEASURE 5
Charles Cannady in Physical Plant responds to calls for help when things go wrong and charms audiences after working hours.

HOSPITAL ACCOUNTING UNDER ONE ROOF 6
Hospital Accounting employees tell what it's like to work at Far West Lab.

RESPONDING TO THE SPIRIT 7
Ministering to the human spiritual need is what campus chaplains seek to do.

For Your Information

By Spring visitors on our campus will be able to pick up information telephones located on colorful engraved graphic panels at major entry points and receive an answer to questions such as, "Where is the lecture being held?" and "How do I get to the dentistry clinic?" Next to the phones, which will hang low enough to be reached by persons in wheelchairs, will be the new "You Are Here" directional campus wall maps indicating major campus entrances and the location of the Information Center. At the Center, wooden brochure racks will carry transportation schedules and routes for Muni, BART and Southern Pacific, plus information on such things as hotels and guest houses, activities in the city, and churches and chaplain services.

All of this will be the first phase of the new Information Center, set up as part of the News Services and Publications Department. Janet Norton is Information Center coordinator. The Center will be located in the lobby of the Medical Sciences building.

The second phase of planning calls for expanded operations to make the Center available to campus programs and departments, such as Continuing Education, who will use the Center as a registration point where program and course information for upcoming events can be distributed.

Information Center personnel hope to relieve the pressures that are placed on departments all over the campus by receiving all non-patient general information requests, and by carefully directing calls to the appropriate people. Patient inquiries will continue to be directed to the Hospital Information Desk. With knowledge of what meeting rooms are available on certain days, and of the possibility of conflicting meetings, the Center could help the campus eliminate the overcrowding of parking facilities that occurs when several major events are held simultaneously. Room reservations, however, will not be made at the Information Center.

The Center will provide evening and weekend coverage with daily tape recordings of campus and off-campus events.

Campus, Neighbors Talk About Poly High

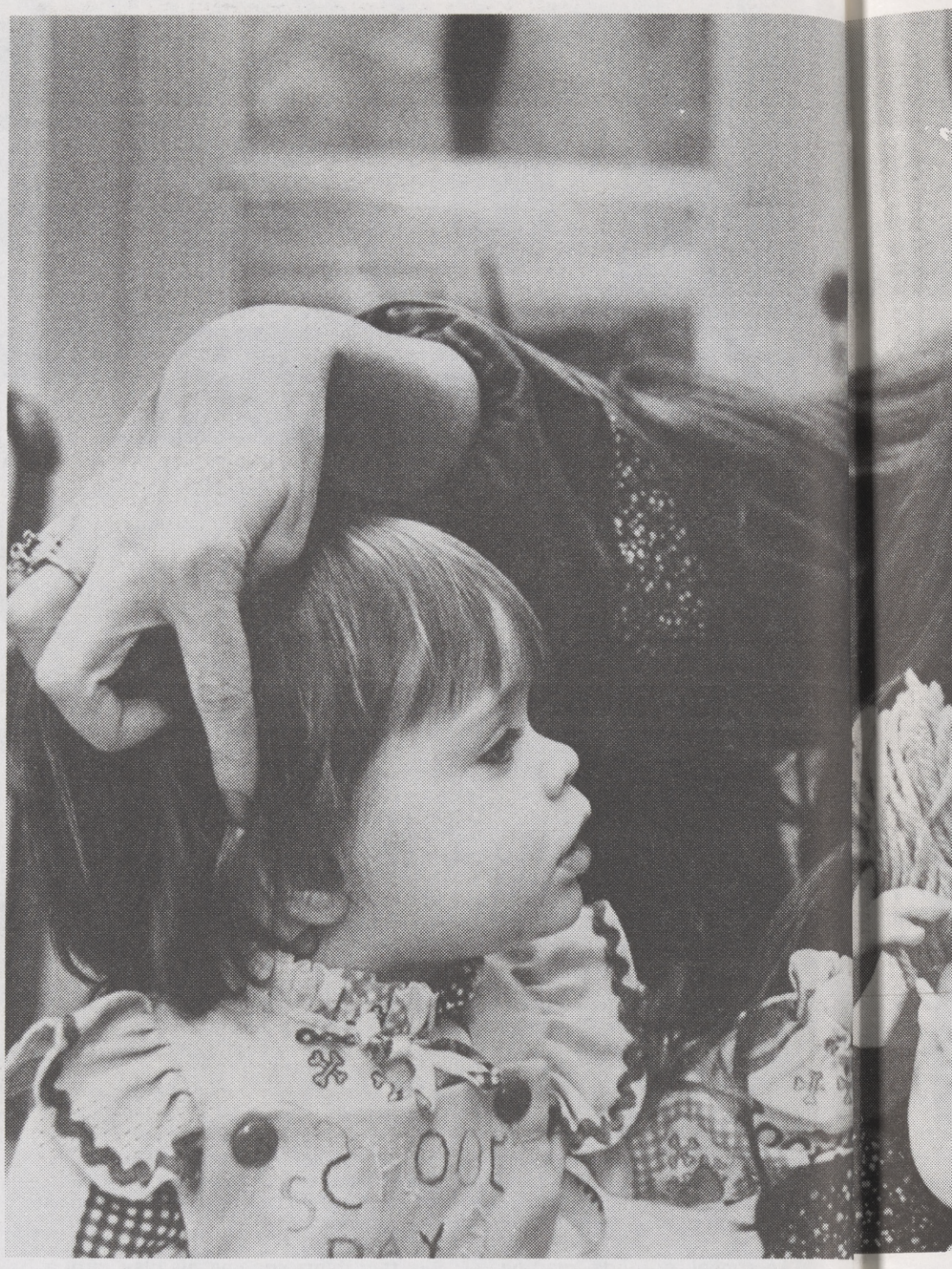
Representatives of UCSF have been meeting with staff of the San Francisco Unified School District and with members of the "Poly Coalition," as well as with various faculty and administrative groups on the campus, to discuss possible uses of sections of poly High School, which has been declared surplus by the School Board.

The "Poly Coalition" consists of representatives of a number of neighborhood groups and programs who would like to make use of the Poly High School buildings as a multi-purpose community center. Both the school district and representatives of the Poly Coalition have asked the university to participate in planning uses of the site.

To this end, the UCSF campus has prepared a preliminary listing of a number of programs which could occupy space at Poly High, many of which would be of benefit both to the campus and to the community.

Among these, the programs which have the highest priority, and for

(Continued on Page 12)



Deaf seventeen-month-old Jaquette Toi Hill makes 16 signs and understands full sentences in sign language. Her loss of hearing at five months of age was caused by a case of meningitis. Her teacher, Connie Yannacone (top) points to the hearing aid on a life-size doll that is similar to Toi's own hearing aid, which enables her to hear loud sounds. Below, Toi's mother, Diane Hill, works with the teacher to show the child the sign for 'telephone.' At left, Center on Deafness Director Hilde Schlesinger holds a conversation with her administrative aide, Chuck Yannacone, using the artful hand language that is so familiar at the Center.

Unique National Program Funded at Center on Deafness

UCSF's Center on Deafness has become unique — the nation's only local, regional and national center for the mental health problems of the deaf.

That distinction was conferred with a grant of $300,000 by the federal Rehabilitation Services Agency, to support a first year of research, training and service in this until-recently relatively neglected field. The Center is a part of the Langley Porter Institute and the Department of Psychiatry. It has approximately 22 staff members and is located at 1474 5th Ave.

It's quite a job; the work is of profound significance not only for the deaf, but for disabled people in general. In fact, it's a sort of milestone in psychiatry, though you wouldn't guess it at first glance in the Center's casual homey quarters.

The layman would expect to find little joy among people who are deaf and have to deal with mental illness as well. Yet this is not an unhappy place; the atmosphere is comfortably low-key.

Dr. Hilde S. Schlesinger, the director, works in a spacious office reached by climbing a tight-coiled steel circular staircase, set into what used to be the entryway of one of the Center's two old residential buildings. Hopefully, more suitable space will soon be available to house the Center. She says that with the big new federal grant, the unit will be engaged chiefly in the problems of the emotionally-troubled deaf: "The fund will let us train mental health professionals as well as working on the rehabilitation of the patients."

But at the same time, others of the staff of 20 will continue to work on one of the most remarkable of the center's projects — teaching very small children, born deaf, how to communicate with sign language, and eventually, speech itself.

Babies can learn to understand and use signs earlier than they normally learn speech, Dr. Schlesinger said. Lucky visitors to the Center will be shown a film in which speech teacher Connie Yannacone is seen with a tiny deaf girl who learned two signs at five months, 35 at 14 months and 107 at 17 months, and before she was two could understand and repeat 226. That's a vocabulary bigger than those of many older non-deaf children.

For the Vienna-born Dr. Schlesinger, working with the deaf dates back to her undergraduate days at the University of Arizona, Tucson, when she was looking for a part-time job.

"I found out there was an opening at the School for the Deaf and Blind," she said. "I learned sign language and worked there while I was in school."

Then, with her M.D. from the University of Lousiville, she was a resident in psychiatry at San Francisco General Hospital when a young deaf woman was brought in for emergency treatment of a psychiatric problem.

Nobody was able to help until, Dr. Schlesinger said, "I walked over to her and said 'Hi' in sign language."

The effect was immediate. The patient turned eagerly to the resident, the one person with whom she could communicate in her distress — and a whole new avenue was opened to the psychiatrists.

"The patient told everybody about my existence," Dr. Schlesinger continued. "Within two weeks we had 25 calls for help for deaf people."

Now sign language is recognized as an important tool in the psychiatric care of the deaf, although not many psychiatrists have yet learned it.

In the Center's work with babies, sign language functions as a preventive medicine, to protect the congenitally deaf child from the hangups that might develop if he or she lacked this ability to communicate.

Parents of these young children come to the Fifth Avenue offices to learn sign language themselves.

One of the remarkable things about this project is the actual development of speech by these deaf youngsters. Children learn to speak by imitating the sounds they hear from those around them. Deaf children, consequently, don't do this because they don't hear their parents' voices. They may grow up mute.

But with the sign language, accompanied by the spoken words which are amplified by powerful hearing aids, the child can comprehend,imitate, and speak.

In the film showing this teaching process, the mother of the deaf child sums it up:

"It's relieved our minds so much to see that she understands the signs ...

"She's not going to have hangups because she can't get what she wants through language."

Campus Image Makers

EMR Media Production Unit staff members at the light board edit slides for a tape show. They are (l-r) Louie Hough, Will Cloughley, Connie Maurer, and Art Kaye.

The lights are dimmed, the piano recording is playing Scott Joplin's *Magnetic Rag*, while Paul Muni, a shackled chain gang fugitive is seen on the stilled frame. The sub-title on the screen reads, "Career employees are hired for an indefinite period of time."

This frame, at right, is part of a humorous segment of an entertaining slide presentation on personnel policies for UCSF career employees.

The segment, one of a nine-part multi-image show with sound and color, was produced by UCSF's Educational Media Resources (EMR). Shown twice monthly by the newly-created Training and Management Development Department, it was created by the Personnel Department under the guidance of David Johnson, Employee Development manager.

It serves the purpose of orienting new employees within the first two weeks of their employment; it is beneficial to veteran employees who may never have received an orientation, and to supervisors as a training program; and it is a good public relations program for the university.

The total program is comprised of segments on the history and development of the campus; employee benefits; the activities of hospitals and clinics, including satellite activities; pay procedures; Millberry Union activities and services; the physical lay-out of the campus; education and career development opportunities available to employees; and the role of employees as ambassadors of courtesy and cooperation.

"The orientation presention is our most ambitious slide-tape to date," said Art Kaye, manager of the EMR Photography Division. "It took more than a year to produce the program."

Another program that demonstrates good use of EMR is a slide presentation on amniocentesis, developed for the patients of Dr. Mitchell S. Golbus. This procedure, which involves examination of the fetus while it is still in the mother's womb, detects chromosome abnormalities such as the Down's Syndrome (severe mental retardation) in the unborn child. Amniocentesis raises many questions among Dr. Golbus' patients. His small staff had found that they lacked the time to effectively answer them. Since many patients had the same concerns, a general information slide-tape on the procedure was produced which answers those questions while patients sit in the waiting area.

The service produced three medical science films on human sexuality which have been acclaimed as good medical films, as well as having been recognized for their artistic value. The first of the three, *Reaching Orgasm,* won the first place award at the 1976 Bay Area Medical Film Festival. It was directed by Richard Beindorf, and written by Dane Pascoe. The photography was done by Will Cloughley, and the sound by Rodney Smith, all of EMR. This film and its sequels, *Sexological Experience* and *Sharing Orgasm* were done in cooperation wtih the UCSF Human Sexuality Program.

MOVING AHEAD

Francie Petrocelli (above, left) has been appointed executive assistant to Chancellor Sooy. She has held positions in the School of Dentistry, the Health Policy Program and the Chancellor's office. In her new position she will be responsible for the operations of the Central Chancellor's office, coordinating its activities with the Schools and other major campus units. She has coordinated the fund-raising campaign for Moffitt modernization for the past six months.

Jacqueline Kuhn (above, right) has been named associate director for Fiscal Services in the Hospitals and Clinics by William B. Kerr, director, Hospitals and Clinics, following an extensive national recruiting effort. Ms. Kuhn, who began working at UCSF in 1965 as an accountant, has been an assistant director of Finance for UCSF hospitals and clinics since 1972, and acting director since July, 1977.

Anita Pool (below, left) has been appointed assistant to Vice Chancellor Evanoff. She has been principal analyst in Chancellor Sooy's office for one year, and has worked on campus for four years, formerly in hospital administration. In her new position Ms. Pool will be in charge of general office procedures and will coordinate personnel research on a project basis.

Janet Norton (above, right) has been appointed assistant to the director, News Services and Publications. She coordinates Campus Tours, the Speakers Bureau, the Visitors Program, and the Campus Information Center (see page 1), in addition to her administrative and fiscal management duties for the department. She has been the administrative assistant for News Services and Publications for the past two and one half years.

Wendy Everett has been appointed assistant director, Hospitals and Clinics, director of Nursing Services for the Ambulatory Care Center. Ms. Everett worked as a consultant for Region IX of the Department of Health, Education and Welfare before assuming this new position. She has taught at Harvard and Boston Universities. She directed the Family Planning Nurse Practitioner Program in the School of Nursing in 1973.

The following employees were recently promoted.

Jubeda Azam	Library
Victoria Babcock	SM: Radiology
Judy Baca	UH: Administration
L. Ballesteros	UH: Out Pat Clin
Betty Bandy	Health Policy Prog
Nancy Baumann	Dentistry
Barbara Bazett	VC: Acad Aff
Susan Blakley	Dentistry
W.E. Bolton	SN: Ment Hlth & Comm Nur
Daniel Boulet	Anesthesia
Pat Boux	Dentistry
Rosalie Bravo	VC: Ac Aff
Gloria Brigaerts	Accounting
Nancy Brown	Hlth Pol Prog
Kevin Burns	Regis & Admis
Susan Bush	LPI
Gloria Cervanties	Dentistry
Sherri Couture	Admissions
Susan Curley	Gen Clin Research Cent
C. Della-Nina	Physiology
Eddie Drayden	Reprog
Rae Feinstein	Ob/Gyn
Laura Feldman	CVRI
Alicia Ferrer	Library
Beverly Fuller	Gen Med
Joe Gibilisco	UH: Admin
Roberta Hall	LPI
Ronald Irving	Laundry
Joanne Joyce	UH: Radiology
Gary Kasternakis	HCM: Clin Labs
Roslyn Leiser	SM: Surgery
C. Livingston	Admissions
Ronit Milstein	MU Operations
Brenda Milton	Out Pat Clin
Diane Murakami	Adm Info Sys
Sayo Nakagawa	SN: Dean's Off
Alice Newman	Library
Elbe Ponce	Hosp Fac Plan
Clinton Preston	LPI
Lawrence Proctor	Park Op
Louise Reynolds	Laundry
Judith Robinson	LPI
Barbara Sabin	SM: Radiology
Sylvia Sequeira	MED
Brenda Sharp	SM:Psych
Rebekah Solheim	SM: Pharm
S. Steinbroner	Nuc Med
Nancy Thompson	Physiology
Mirian Torres	LPI
Jana Toutolmin	SM: Psych
Nancy Ulloa	UH: Radiology
Pamela Vestnys	Neurosurgery
Cecile Wopat	Grad Div

The following nurses were recently promoted.

Warrene Lofton	ACC Asst II, Nur Ser Pay
Elinor Louis	SSN, 4B-UCH

Charles Cannady of UCSF's Physical Plant department.

Below Charles is seen at his troubleshooter's spot in the Physical Plant building. After hours in stage makeup for his role as Damon from the opera "Acis and Galatea."

His Voice Brings Help... And Pleasure

When you call for someone to take care of a leaky pipe, a stuck elevator or a jammed desk drawer at UCSF, Charles Cannady is probably the person you'll be talking to.

And sometime hence when you go downtown to the Opera House for the Marriage of Figaro or the Barber of Seville, Charles Cannady may be the one you hear singing a tenor role.

That's what he hopes, anyway, and he's working very hard to make it happen.

Charles is the dispatcher who handles the trouble calls for the Physical Plant Department from 7:55 a.m. to 4:30 p.m. Monday through Friday. On his own time, he takes lessons in voice, in languages, in dramatic technique; memorizes roles; and practices for hours on end. He's not married — he doesn't have the time for domesticity. Nor does he have the money, since all he makes goes back into the development of his career.

These two lives of his are kept separate. When he's at the dispatcher's desk high on the Parnassus campus he doesn't mix the problem of the stopped-up sink with the aria from L'Elisir d'Amore. The faulty hospital intercom is not confused with the study of French. But when the day comes — when he does, indeed, sing in our own Opera House or on who knows what other great stage, he will have his UCSF job to thank for helping to make it possible.

This native San Franciscan, now 29, grew up in Richmond and got his start in music at the age of three, when he began learning how to play the piano. He went to the Cazadero Music Camp in the summers, majored in music at Cal State Hayward, took part in the summer music programs at the University of California, Berkeley, and entered San Francisco Conservatory of Music where he received his bachelor's degree in music in 1974.

To help finance this, he came to UCSF in 1970 as a part-time employee at the Moffitt information desk. After several other jobs here, he became the Physical Plant's trouble man in 1977.

The dispatcher's desk can be a busy place, which is to be expected since Physical Plant is in charge of just about everything around here. Department Manager Nat Garibaldi and his men are responsible for making sure that a lot of things work: buildings, power plant, elevators, electrical systems, medical gases and vacuum suction systems, heating and ventilating systems, operating room lights, nurse call lights, fire alarm systems,autoclaves, windows, floors, plumbing, intercoms, air conditioning, doors, dumbwaiters, pneumatic tube system, locks; you name it.

The number to call when something goes wrong is 2021, and Charles says there are about 200 calls each day. Ideally, one of the 75 craftsman-troubleshooters responds to the trouble immediately, but sometimes a problem has to wait. That's because there are priorities here: "the hospital must always come first."

One of Charles' jobs is to explain that a jammed desk drawer will be taken care of as soon as the craftsman in question is finished with, perhaps, a balky gurney in Moffitt.

"Those men really work hard, too," he said of the troubleshooters.

Another assignment: to help you stay calm if you're trapped in a stuck elevator. Charles has learned to chat by phone with such unlucky passengers while they wait.

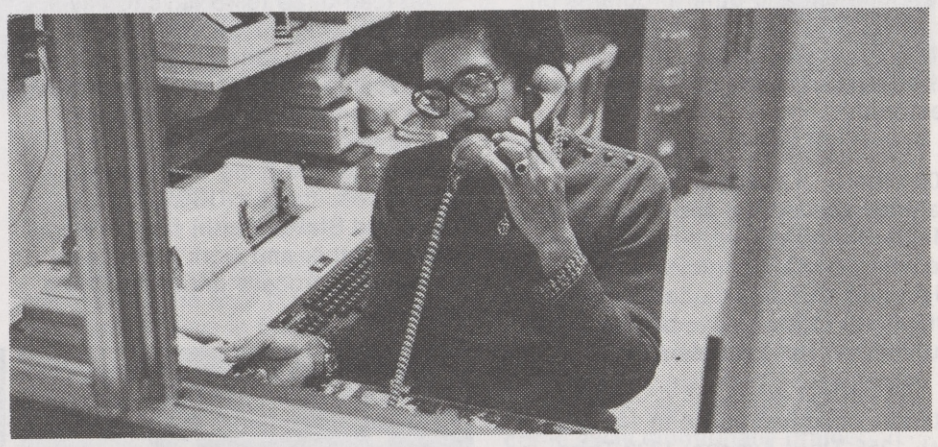
And all this time, in the hours before and after his UCSF shift, he's been working on his singing and everything that goes with it — French, Italian, phrasing, delivery, the mechanics and art of using the voice.

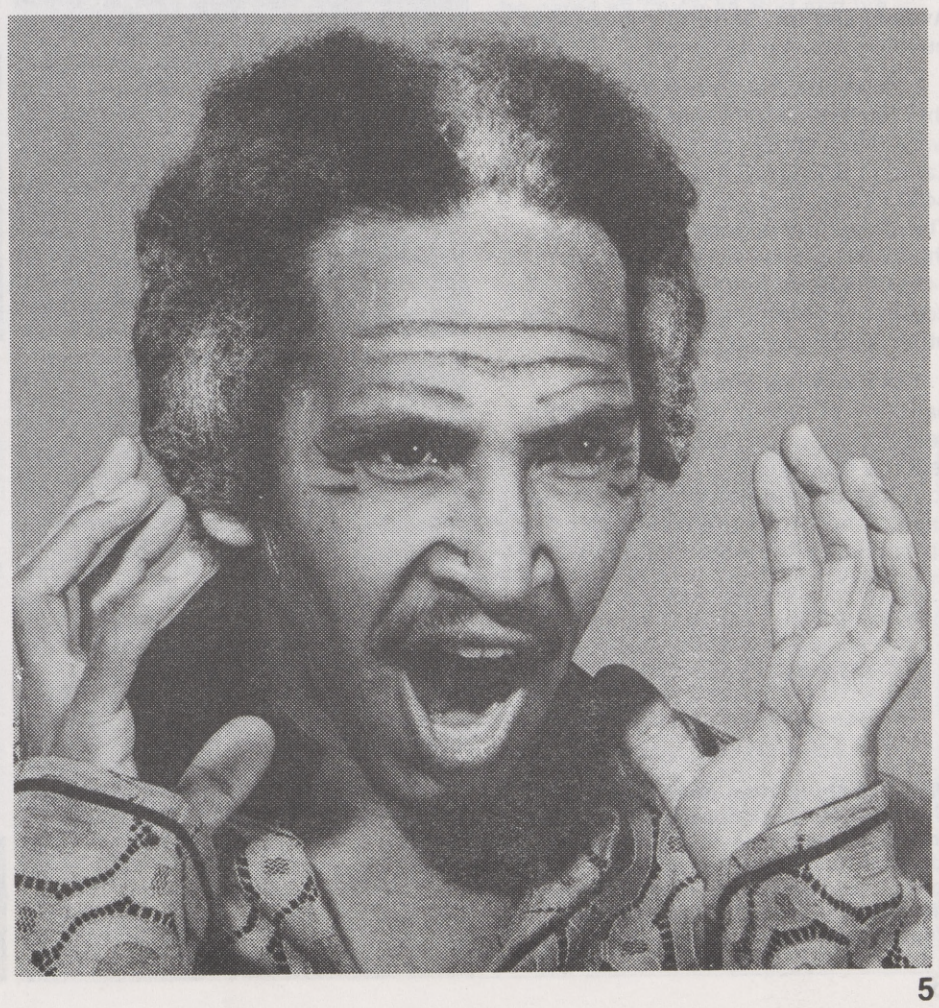
His is a coloratura tenor, that is, a voice that is light, agile, lyric, fluid. He aims not for the "heavy" roles such as Otello or Siegfried, but for the tenor parts in some of the Rossini, Mozart and Donizetti operas — such roles as Count Almaviva in The Barber, Don Curzio in The Marriage of Figaro, Spiridione in Il Campanello.

He is working currently with several private teachers — Robert Bernard, voice; Marco Sorisio, his coach; Jim Kanelos — who by the way is a Moffitt operating room supervisor — his French teacher.

He has sung, and does sing, at many places around the Bay, for example with Dr. Ephraim Engleman's group at the Century Club in a benefit program through which the Auxiliary raised money for the hospital meditation room; with the West Bay Opera Company of Palo Alto; in the Opera group at St. John's Presbyterian Church in Berkeley. He has taken part in oratorios, and is a member of the San Francisco Talent Bank.

So when your key won't work in the lock of your office door, or water drips from the ceiling onto your file cabinet, call Charles at 2021. But don't ask him to sing an aria during office hours. He's saving that for later.





Hospital Accounting Under One Roof

This is a report from an Outpost, that is, Fifteenth and Folsom Streets.

Eighty UCSF people, in the patient accounts office headed by Marcellus Martin, are already there. For neighbors they have the United States Steel Supply, Alioto's Body Shop and the Kilpatrick Bakery instead of the Recovery Room and Gelato ice cream.

They are the pioneers in a sizable move of personnel away from the Parnassus Avenue campus to space owned jointly by Far West and UCSF, and some of it leased in this big building in the Mission District. And for those who will follow the advance party to the new quarters, the word from Martin is:

"You kind of lose the flavor of the campus and the hospital . . . We really prefer Parnassus, but it's not that bad here. The neighborhood weather is really nice, the work goes better here, and we have our own free parking lot. For the people who used to park in the garage, it's an $18 a month savings.

"We have a messenger service to the campus, and people here have time off to go to management development and other programs on campus. And as the rest of the people come, some this year, the feeling of being part of the campus will be restored."

The "rest of the people" are some 400 others, in hospital accounting, campus accounting and Educational Media Resources, with more still to be designated. The move is designed to consolidate certain units which, up to now, have been spread out all over the Parnassus area.

The patient accounts group, for instance, occupied space in 140 Moffitt, 1356 Third Avenue, 1332 Third Avenue and the University Extension building on Laguna Street.

It moved in December, 1976, to this handsome, old, remodeled brick warehouse known as the Far West Labs, in which UC has leased some 5400 square feet on the fifth floor. The University is acquiring three of the building's six floors, another 148,000 square feet,in a condominium arrangement, to house the other UCSF people.

The move has simplified the handling of patient accounts, Martin said. Inpatient and outpatient records now are under the same roof, the distribution of mail is "a lot easier," and computerization is streamlining the work more and more.

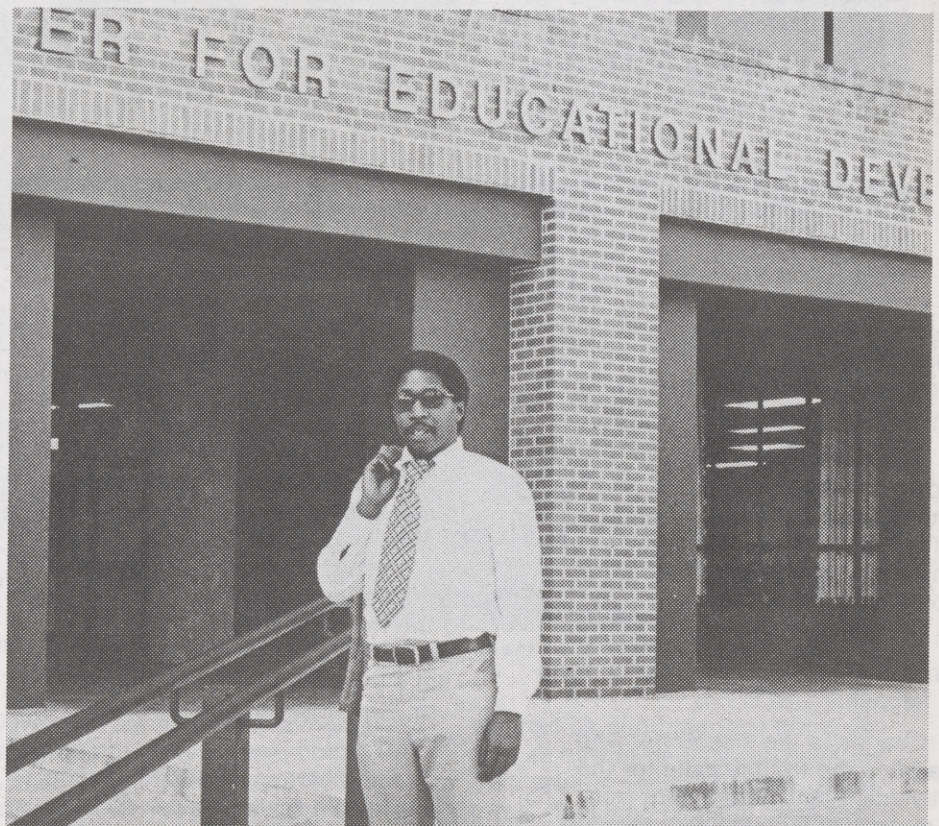
And there's plenty of work. The patient accounts office handles some $70 million worth of business annually, filing 1,600 inpatient claim forms and 12,000 outpatient claims to Medicare, Blue Cross, and other insurance carriers each month.

The patients' bills are put together by a computer, which is guided by the numbered identification plate given to each patient on admission. The bill is totaled several days after the patient is discharged, and it's the patient accounts office that follows through from there.

In passing, Martin noted that hospital bills can be astronomical these days, running sometimes beyond $100,000. It's part of his staff's responsibility to make sure that each patient receives full benefits from his or her insurance; for example, his people filed insurance claims that covered almost all of one bill that totaled $19,000.

The staff here is proud of a pilot project, worked out with Blue Cross and the state Department of Public Health, whereby inpatient Medi-Cal claims are submitted to Blue Cross, the paying agency, via computer tape.

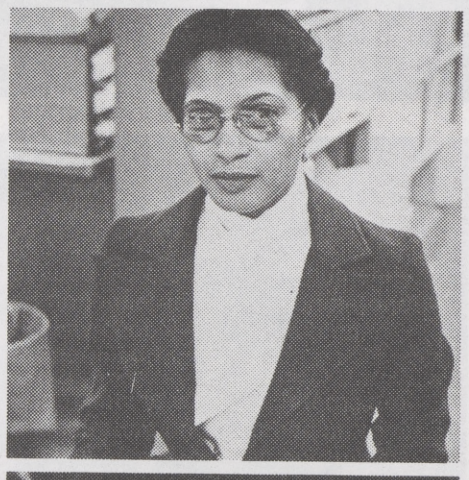
"Instead of 30 to 45 days to pay a claim, this way it takes two weeks," Martin said. He added that the state may expand the system on the basis of the results shown here, and will save time and money by doing so. He found it gratifying that "three large bureaucracies (UCSF, Blue Cross and State Health) could sit down together and work all the way through the process until something happened."

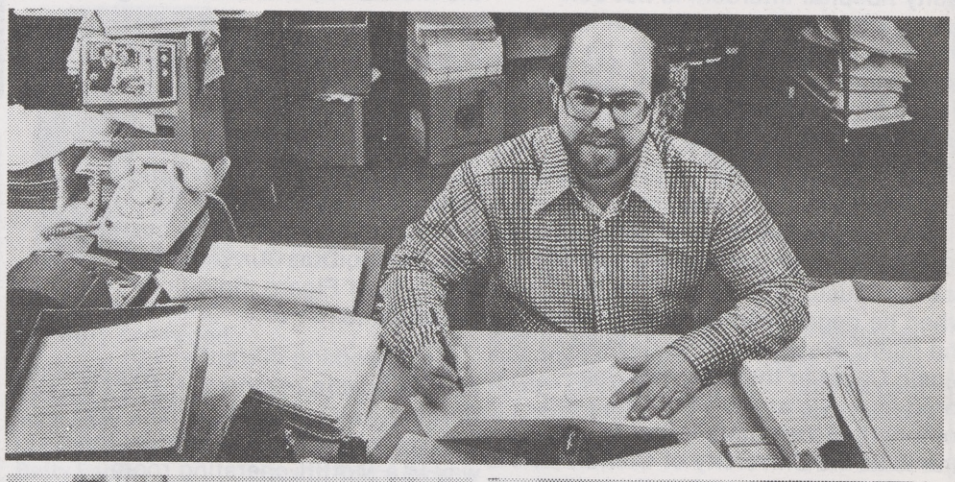


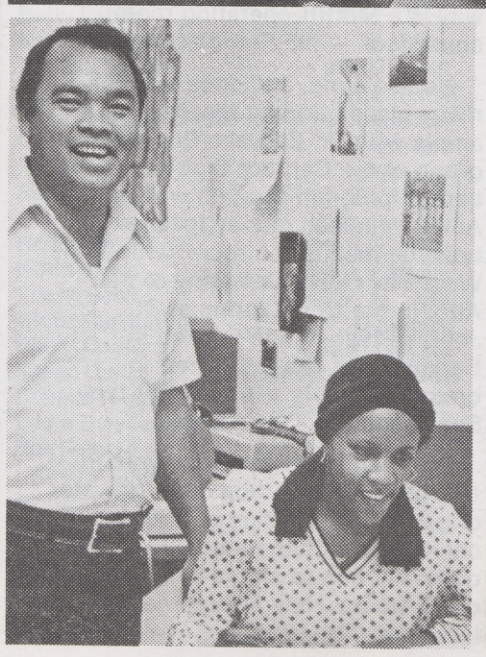
Meantime the patient accounts people are beginning to feel at home, after a year in their new quarters. Do they like it here at Fifteenth and Folsom?

"It's mixed," Martin said. "Some people like the fact that we have more of an office atmosphere than in the houses on Third Avenue. Some would rather be closer to the campus. But the weather is great. And we're getting to know each other better. For example, the staff organized an ice cream sale, bake sale and raffle to raise funds for a real nice Christmas party."

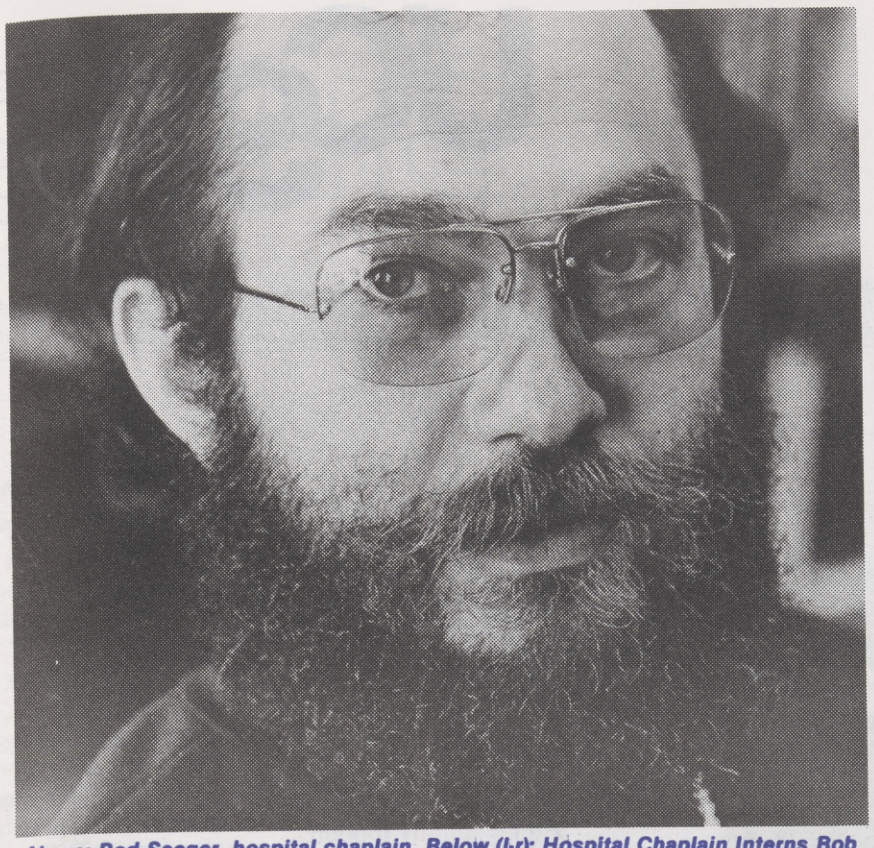
So far, he said, some of the staff have found pet places for lunch, but others bring their lunches to work. He anticipates that when the move is complete, Far West will become a little community of its own with more lunch facilities in the building, adding its own personality to this quiet, no-fog neighborhood.







Marcellus Martin (top) standing in front of the Far West Lab building at 15th and Folsom. Below (clockwise), patient accounts employees shown are Mary Jones, David Blackman, Virgilio Candari with the computer, Rene Vargas (standing) with Mary Wise, and Marina Powell.



Above: Rod Seeger, hospital chaplain. Below (l-r): Hospital Chaplain Interns Bob Phillippi, Tom Comerford, Sue Kintner, Madonna Maier, Warren Sazana, and Rod Seeger. Not shown is Jerry Madsen.

Campus Ministers Responding To the Spirit

"Often the minister comes into the hospital armed with the Bible and prayer. If the Bible doesn't work, he tries prayer. If the prayer doesn't work, he leaves . . ."

Rod Seeger was smiling as he said this. He's a minister himself, and that's a wry "in" joke in the ministry. But it comes too close to the truth, in some cases, to be acceptable, so he and his colleagues are doing something about it.

He's a husky man with a neat brown beard, wearing corduroy slacks and a T-shirt, although "sometimes I'll be in my black and whites . . ." A crucifix medallion of a rare Israeli stone called Eilat, made by Millberry Union craftsman Jim Schinker, hangs from a cord around his neck. He is the UCSF campus Protestant chaplain, a man with a quiet mission.

It has two parts:

- To minister to the people in the UCSF community, particularly the hospital patients — a night-and-day job with a good deal of challenge, and some joy, and many personal rewards.
- To help members of the clergy, whatever the sect, become better ministers through an intern program in which they learn by serving the sick. Six of these ministerial "students," several of them veterans of many years of religious duty, are taking part in the project.

It's ecumenical. Religious practices are changing, and this is evident here. The chaplain is as much a chaplain in slacks and T-shirt as in black and whites, perhaps more so, because his ministry is in humanity, and no longer in fire and brimstone. The way people feel has a higher priority than dogma.

Humanity is what the interns are concentrating on: "responding to people's spirits, to their spiritual side," Rod said.

"People's emotions and feelings are the language of the soul, but our whole culture has pooh-poohed feelings. Feelings are not acceptable."

Thus the interns start by learning, first, to understand and respect their own feelings. When one does this, Rod said, "life can be much fuller and more valuable, the abundant life," and this can be shared with the troubled person who turns to the minister for help.

"The minister who is in touch with his or her own feelings can become more intuitive," he explained. What we do here is develop sensitivity and timing, tune into our own intuitions. We need to learn to minister to ourselves, then we can minister to others.

"We avoid laying a religious trip on the people we see."

The interns are not what you'd call run of the mill students. They range in age from 23 to 60, three are Catholic, three Lutheran. One is Sister Madonna Maier, who has been a nun for 45 years and is on leave from the pastoral care department at Dominican Hospital, Santa Cruz.

The others are Tom Comerford, 54, a Catholic priest from Kitchener, Ont., director of pastoral care at St. Mary's Hospital there; Jerry Madsen, 24, student at the Pacific Lutheran Theological Seminary, Berkeley; Sue Kintner, 23, also of Pacific Lutheran; Warren Sazana, 31, ordained as a Catholic priest last June in Milwaukee, Wis., headed for a college campus ministry, and Bob Phillippi, 31, a Lutheran pastor from Sacramento.

Seeger, also of the Lutheran faith, has been at UCSF for two and one-half years. Previously he had served as a parish pastor in Park Forest, Ill., and Hollywood.

Intern programs like the one here are conducted at a total of 350 institutions across the United States, under the auspices of the Association for Clinical Pastoral Education. Each ministerial student is assigned to a particular section of the hospital where he or she makes regular rounds; in addition, someone is always on call to respond when and where a special need arises.

Nurses call the chaplain's office when they sense that a patient is frightened, bewildered or otherwise in need of a hand. Or the patient will ask for a visit by a chaplain.

Once a nurse explained that a troubled patient needed help but "doesn't believe in God." Jerry Madsen went to see him.

"I told him I'm the Chaplain;" Jerry said, "He said that was OK but he didn't believe in God."

"I said I was just there to talk . . . I found that no one had just sat and listened to him. The man's spirit was really hurting. I think he felt better after we talked."

The chaplains perform all sorts of services: Rod helped one patient overcome her commitment to a church to which she gave 10 per cent of her welfare check, and which was 45 minutes by bus away from her home. "It was draining her financially and emotionally."

He helped her settle into a church only two blocks from her home, with happy results. Her doctors and nurses were pleased, too, because, before this, "she had been so worried that it was getting in the way of her treatment."

Sister Madonna, whose regular assignment is in the intensive care nursery, has baptized half a dozen of these very sick babies at the request of their parents. Rod Seeger has sat with a mother whose three year old daughter had just died — a service from which the minister himself can come away emotionally drained, if he cares as much as Rod and his interns do.

"We are able to help people," he says. And that's a blessing, he feels, not only to the person he serves, but to himself.

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SCHOOL OF NURSING

Poetry
by Ruth Barstow, assistant professor

The Flight

The plane cast long shadows
from the sinking sun
As I left Denver
And though the flight
consumed three hours of sun
the shadows were only two hours longer
in San Francisco

We flew over four chains of mountains —
the majestic lake stepped domes
of the Rockies
the square blocks of the Wasatch
the wind swept Sierras with snow
clinging to their tops
and the tree greened Coastal Range

The country between was desolate
yet held the special peace
of land untouched by man
with only the wind and rain
to etch its sand

We were so high that trees seemed like
St. Augustine's grass
the lakes like puddles
and the streams like thin lines
pulling squares of green tiled earth

I wondered why a particular bend
of the winding stream
attracted man to stop his westward quest
to farm

Why? When there was nothing but high desert
in the land circle drawn by 35,000 feet?
And why did he stop where he did
when the land and water continued
to the sea?

And where did the earth get its form?
What capricious wind would swirl
so frequent to cut snail like wounds
in the soil?

Why would a river travel so long
in the very same place
to fashion canyons where it flowed?

Did the Sierra block the eastward march
of the forest from the coast of California?
Or did the trees descend to scorch their feet
falter in the merciless heat
and then retreat?

Did the cool moisture of the fog
turn the earth to green
Or were the Sierras so high
no raincloud could scale their crest
and had to spill its burden
at their feet?

And yet — we were flying beneath
cold crystal clouds that
were the jets more quiet
they would tinkle as we passed —

The journey took three hours
yet I saw back to where
life began —

As we approached the city by the bay
its pools of high rise buildings
glittered in the sun
and seemed to march toward the water
to encroach upon
life's wondrous phenomenon

For riches man would nature barter
And I thought I saw
how life would end.

The Gift

He lay quietly though
trapped in his paralyzed body
lost in his ancient thoughts
frustrated by
loss of controlled bodily functions.

His illness had lasted beyond grief
beyond the affection of his family
alone — unloved — unwanted
and unvisited
except by a bird
who came each evening
to chirp and eat
the day's harvest of crumbs
laboriously gleaned after each meal
by the gnarled hand
the man yet could move.

He ate clumsily
carefully aware that each morsel dropped
could be shared with his only friend —
the bird

How did the man
who moved so little
attract the bird
who flew so much?

Where did the bird
get the courage to alight
on the window sill
to partake of the feast?

Did it come from
the flickering energy of
the man's love for life?
the bird's need?
or was it
a gift from God?

HOSPITALS / CLINICS

Moffitt Modernization Contract Signed

The contract for the full 15-floor exterior construction of the Moffitt Modernization Program has been signed, thus assuring that the entire project will be completed in one phase. Completion is scheduled for 1982. Funds necessary to sign the contract came from School of Medicine departmental contributions, individual faculty members from all of the schools, including clinical faculty, a variety of other campus sources, and private donors.

Funds contributed in many cases represent a deferral of other programs because of the importance of the Moffitt Modernization Program to the entire campus. A development office has been established and a fund-raising campaign is continuing to raise the $12.5 million needed from private philanthropy for the interior completion of floors 10-15. Floors 1-9 are financed by the 1972 Health Sciences Bond Issue.

The campaign to date has been coordinated by Mrs. Francie Petrocelli, executive assistant to the Chancellor. John Lancaster of San Francisco has been retained as of February 9 to direct this fund-raising effort. In the meantime, recruitment continues for an assistant chancellor of Public Programs, who will assume responsibility for on-going fund raising for the campus, the Chancellor declared. Timetable for the Moffitt construction is for the foundation to be laid in February and the steel frame in March, with topping out projected for a year from now.

When the 15-story structure is completed in five years all patient care will be transferred from UC Hospital into the modernized and expanded Moffitt Hospital and Pavilion. No new beds will be added, but the facilities will afford patients privacy and comfort, and faculty, students and staff an opportunity to care for patients and to do their teaching and consultation in a single, consolidated facility which will meet present day standards for a modern teaching hospital, the Chancellor declared.

AUXILIARY / VOLUNTEERS

Hospital Exhibits

Claire Liska (at right), chairperson of the Hospitals Auxiliary Exhibits Committee, interviews prospective exhibitors every Monday in room 180-B of Moffitt. The exhibits, which are displayed in the corridor of the main lobby of Moffitt, range in diversity from artfully decorated fabric and apparel to surrealistic paintings. All of the art work is offered for sale, bringing the Auxiliary one-third of the proceeds to help provide patient amenities. Among the things that the Auxiliary has contributed to the hospitals are the meditation room in Moffitt, televisions in patient sitting areas, and the funds to develop a brochure in Spanish and English to explain x-ray procedures for pediatric patients.

Maura Carroll Named Associate Dean

Maura C. Carroll has been appointed associate dean, Continuing Education in Nursing (CEN), it was announced by Dean Styles.

Though the new appointment is only a change in title for Ms. Carroll, who has been CEN coordinator since 1969, the new position represents part of an overall organizational restructuring within the School of Nursing.

Ms. Carroll has been a member of the School of Nursing faculty since 1963, lecturing in Medical-Surgical Nursing in the graduate program.

Ms. Carroll is a fellow of the American Academy of Nursing, and a member of the Commission on Nursing Education of the American Nurses Association.

HELP YOURSELF!

☐ A unique program of brief psychotherapy, in which specially trained therapists help people cope with stressful events, such as rape, divorce, death and bodily injury, in approximately 12 hours, is being pioneered at the Psychotherapy Evaluation and Study Center.

This time-limited psychotherapy program aims at helping people work through single stress events so that they can again function as they did before the event occurred.

For information on the interview program call the Center at 681-8080, ext. 510.

☐ The ASUCSF will sponsor a contest at the next campus Blood Donation drive on May 23.

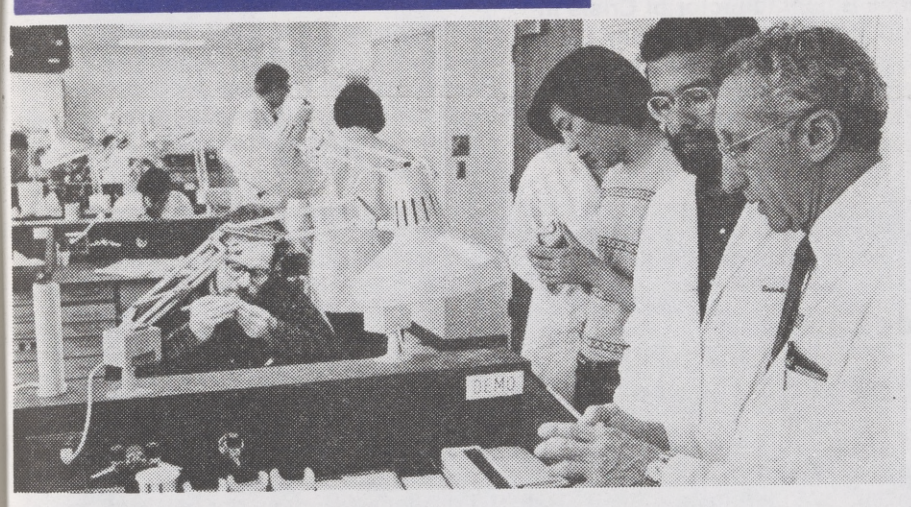
Cash prizes of $50 each will be awarded to the class in each of the four schools whose students donate the most blood.

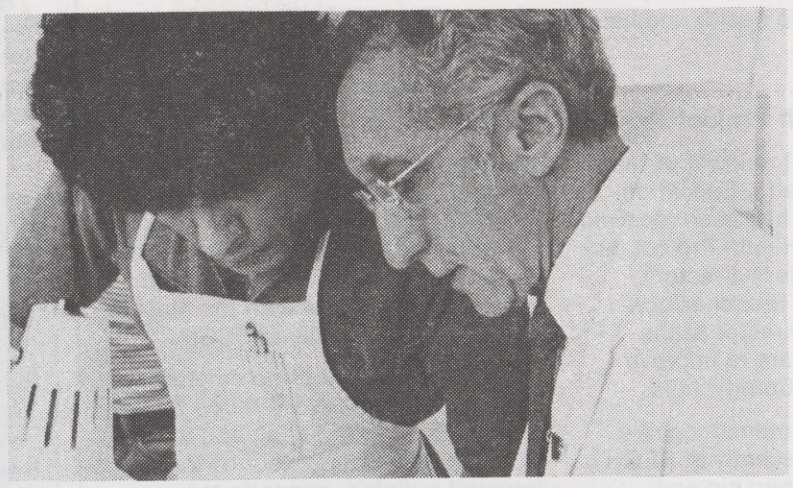
Donor centers will be located in the main lounge of Millberry Union from 10:00 a.m. to 6:00 p.m., and on the mezzanine of the School of Nursing building from 8:00 a.m. to 4:00 p.m.

☐ Volunteers to tutor teens, ages 12-18, and to share interests and knowledge in fields of expertise, are needed by Youth Advocates, a youth service network of programs for teens and their families. Many of the young people need tutoring in basic reading and mathematics skills, as well as in more advanced high school subjects. Youth Advocates provides a wide range of services — from immediate crisis care to long-term foster care — with individual, group and family counseling, short and long-term housing, legal representation and consultation, and referral and outreach services. For information on becoming a volunteer call Karen Foley at 731-8420.

☐ Matthew J. Boxer, a member of the Lions Club, is collecting used eyeglasses for needy people in underdeveloped countries. Glasses are given free of charge to persons with matching prescriptions. Used glasses can be sent to Matthew Boxer at 2185 Fillmore Street, San Francisco, CA 94115.

SCHOOL OF DENTISTRY





Teaching Labs Under Construction

Early this year, 176 first and second year students of the School of Dentistry moved into the new preclinical dental laboratories on the fourth and fifth floors of the old clinics building, now known as the Clinical Sciences Building.

According to Dean Ben W. Pavone, the new facilites provide students with adequate teaching laboratories for the first time in two decades. In September of this year, the size of the incoming freshman class will be increased from the present 88 students to 108. This class will be ready to begin clinical training in the new School of Dentistry building when it is completed in December 1979.

The completion of the new teaching laboratories was the first phase of the renovation program for the School of Dentistry. The second phase will provide new faculty offices and research laboratories in the space vacated by the former teaching laboratories.

Predoctoral Program Fully Accredited

Full accreditation of its predoctoral program has been restored to the School of Dentistry.

This action was taken by the Commission on Accreditation of the American Dental Association at its December 1977 meeting in Chicago.

The School of Dentistry's accreditation status had been lowered by ADA to "conditional approval" in December 1975, because of inadequate space, outmoded facilities and obsolete equipment, according to Dean Pavone.

These changes in accreditation status occurred when funding, litigation and legislative delays halted construction of the promised new School of Dentistry Building for a period of approximately four years.

"Completion of the new building in December 1979, will make it possible for us to improve the educational and patient care programs and to increase the number of incoming dental students from the present 88 to 108. Completion of the new preclinical dental laboratories in January 1978, will provide students with adequate teaching laboratories for the first time in two decades. The restoration of full accreditation means a great deal to students, faculty and patients. I am pleased for their sake," Dean Pavone said.

Prevention Program in Hayward

The School of Dentistry and the Hayward Unified School District are cooperating in a three-year National Preventive Dentistry Demonstration Program that involves some 2,000 children in 14 elementary schools. Hayward is one of ten communities selected for the demonstration, which involves a total of approximately 20,000 children. Five of the participating communities, including Hayward, have fluoridated water, and five do not.

Jared I. Fine, D.D.S., lecturer in the Division of General Dentistry, is the on-site director. Carol Rose, dental health educator-hygienist, and Mary Jane Quick, head of Health Services, Hayward School District, are coordinators.

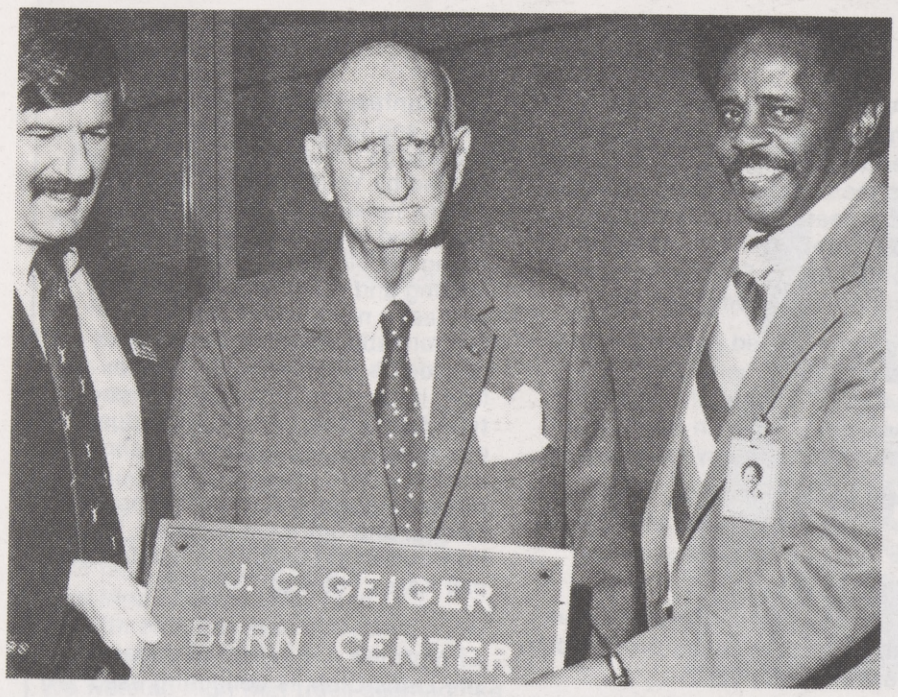
The purpose of the demonstration is to show that comprehensive dental services employing proven preventive dentistry procedures can significantly reduce tooth decay and gum disease. The program will also use specific combinations of preventive procedures, comparing their effectiveness relative to the costs involved. The program is conducted by the American Fund for Dental Health and supported by the Robert Wood Johnson Foundation.

Diet Analysis Program

A computerized diet analysis program developed by the School of Dentistry is helping dentists assess the nutritional status of their patients as one means of preventing tooth decay and gum disease. This service is available to any California dentist as well as to the patients of the UCSF School of Dentistry clinics. In the 18 months that it has been tested, it has demonstrated its effectiveness as a fast, accurate, economical diagnostic tool, says Steven J. Silverstein, D.M.D., M.P.H., assistant professor, Division of Preventive Dentistry and Community Health. According to Dr. Silverstein, patients who are good candidates for this service include those with high cavity activity, severe periodontal conditions (gum disease), unexplained soft tissue problems in the mouth, and those who are highly receptive to preventive dentistry consultation.

UCSF GAZETTE

SFGH



Burn Center named for Jacob C. Geiger

A bronze plaque naming the San Francisco General Hospital Medical Center's Burn Unit the Jacob C. Geiger Center was presented during a recent ceremony.

Dr. Geiger, 93, is clinical professor emeritus of Epidemiology and Microbiology at UCSF. From 1931-1952 he served as director of Public Health of the City and County of San Francisco and from 1952-1957 as the health officer in Oakland. He is internationally acclaimed for his contributions to public health and has been decorated by many foreign governments.

He was awarded the A.B., M.P.H. and M.D. degrees from Tulane University in Louisiana, and holds seven honorary degrees. Recently, Dr. Geiger was made a 38th Degree Mason.

The plaque was presented by Walter Coulson, M.D. (left), associate dean and medical director, SFGH, and by Charles E. Windsor (right), executive administrator, SFGH, and deputy director Health Care Service, City and County of San Francisco.

Prisoner's Health Project Receives Grant

☐ A $65,000 partial renewal of the Department of Health, Education and Welfare grant has been received by the Prisoner's Health Project, according to the project director Richard Fine. Don Broadnax continues as deputy director of the SFGH-based program to improve health care in the County Jails.

☐ Three dietician interns began a year's internship recently at SFGH to qualify for membership and registration in the American Dietetic Association. They are Marcia Riehl, Katheryn Lau and Mary Coyne-Costello. The internship, set up with UC-Berkeley, includes studies with Dr. Virginia McMasters at UC, and practical experience with the staff of Registered Dieticians at SFGH.

☐ The firm operating the catering truck outside SFGH will soon be opening a 24-hour eating and lounge room on the second floor of the new hospital building, opposite the cafeteria.

LPI/ PSYCHIATRY

Employees Raise Funds for Playground

Energized by the creative efforts of a special staff fund-raising committee, employees at LPI raised $800 to purchase new equipment for the children's playground.

The committee organized a grab-bag/raffle, held the week before Christmas to take advantage of the holiday spirit. Staff from all departments at LPI pitched in, donating time, energy, and money to the project. The community effort paid off. More than 600 raffle tickets were sold, and 200 donated presents tempted the curious. Scarcely a soul passing through LPI's lobby that day could resist the $1.00 per ticket chance to grab a real treasure. The raffle drawings, held every hour on the hour, provided sixteen winners with fine wine and bourbon for holiday celebrations.

Riding high on the success of their first project, the committee is

comprised of Newman Andrews, Natasha Carroll, Alberto Ceffalo, Marie Descalso, Shawn Dubin, Larry Ellis, Helene Harrington (chairperson), Dale Houston, Ardelia Jones, Donna Karbach, Andi Laber, Lee Magni, Geri O'Keefe, Freddie Oliphant, Betti Patterson, Chris Raher, Helen Rhoades, Dorothy Richardson, John Robinson, Frenchie Thompson, Gene Wurmser

Helen Turney, secretary in the Psychology Unit, is shown above.

Rape Crisis Center Established

A Rape Crisis Center has recently been opened by LPI's Crisis Intervention Emergency Department.

It will serve women victims of sexual assault who are over the age of 18 and live in San Francisco's mental health fifth district.

Renee Binder, director of Crisis Intervention Unit and Emergency Services, said the center will focus on the psychological trauma caused by rape, by offering acute psychological intervention and long-term follow-up care. Complete medical treatment is also offered.

Special training has prepared psychiatric nurses as well as GYN residents for the new service.

Major contributors to the project are Dorothy Franklin, nurse supervisor of the Crisis Center; Judith Robinson, administrative assistant; the Departments of Gynecology and Psychiatry; LPI Nursing Service; UC legal counsel, the campus Police Department and several community organizations.

Book Sale

The Langley Porter Staff Fund Raising Committee will be having a paperback and hard cover book sale once a week beginning March 2, to benefit the Capital Campaign for Children's Service Playground Equipment. This event needs support and book donations. You can donate at Langley Porter Lobby (see Dorothy Richardson) or Outpatient Department, 8th floor of the New Clinics Building (see Randy Balch). For pick-up service contact Helene Harrington, ext. 7-395.

CAMPUS-WIDE

Ballerina Natalia Makarova, who defected in 1970 from the Soviet Union, is shown above with her new baby who was born at Moffitt Hospital. Dr. Phillip Hoffman, Natalia's physician, predicted that the baby boy would be born around the first of February, and that he would weigh exactly 5½ pounds, which he did.

Natalia said, "It was my greatest performance!"

Dialing with ATSS — don't get confused

By now everyone has gotten the hang of ATSS, the new telephone dialing system. ATSS (Automatic Telecommunications Switching System), which replaces the familiar ITS (Intercampus Tieline System), is a state system for California calls, leased from Pacific Telephone Company.

ATSS operates with one access code or level of dialing, according to Irene Holland, campus communications manager.

Dial 8 plus the ten-digit number including the area code for all calls outside of the 415 area code.

To call within the 415 area code dial 9 plus the seven-digit number.

There's more. All state offices, including the state university and college systems, have special ATSS numbers. UCSF's number is 592. To call a state number, dial 8 plus the three-digit ATSS prefix, then the remaining four numbers. Example: 8-484-4171 reaches Information for the Health Dept. in Sacramento.

Because ATSS has a random billing system that multiplies by five the cost of every fifth call processed through its terminal on the 8 code, it is advisable to use 9 when dialing state offices within the 415 area code. It is also advisable to hang up quickly when dialing on the 8 code if there is no answer because even a no answer is billed under the random selection system, if it is that fifth call.

Out-of-state long distance calls are placed by dialing 9, the area code and the number.

Ms. Holland says to alert the telecommunications office, ext. 1581, if, before the number is dialed, a busy tone is heard on the 8 access code. She wants to be sure that the campus has enough lines.

$2 million Health Policy Analysis Research Center

The UCSF Health Policy Program has been singled out from national competition to receive a unique two-million dollar, five-year grant from the National Center for Health Services Research (NCHSR), which has designated the UCSF program as the country's first "Health Policy Analysis Research Center."

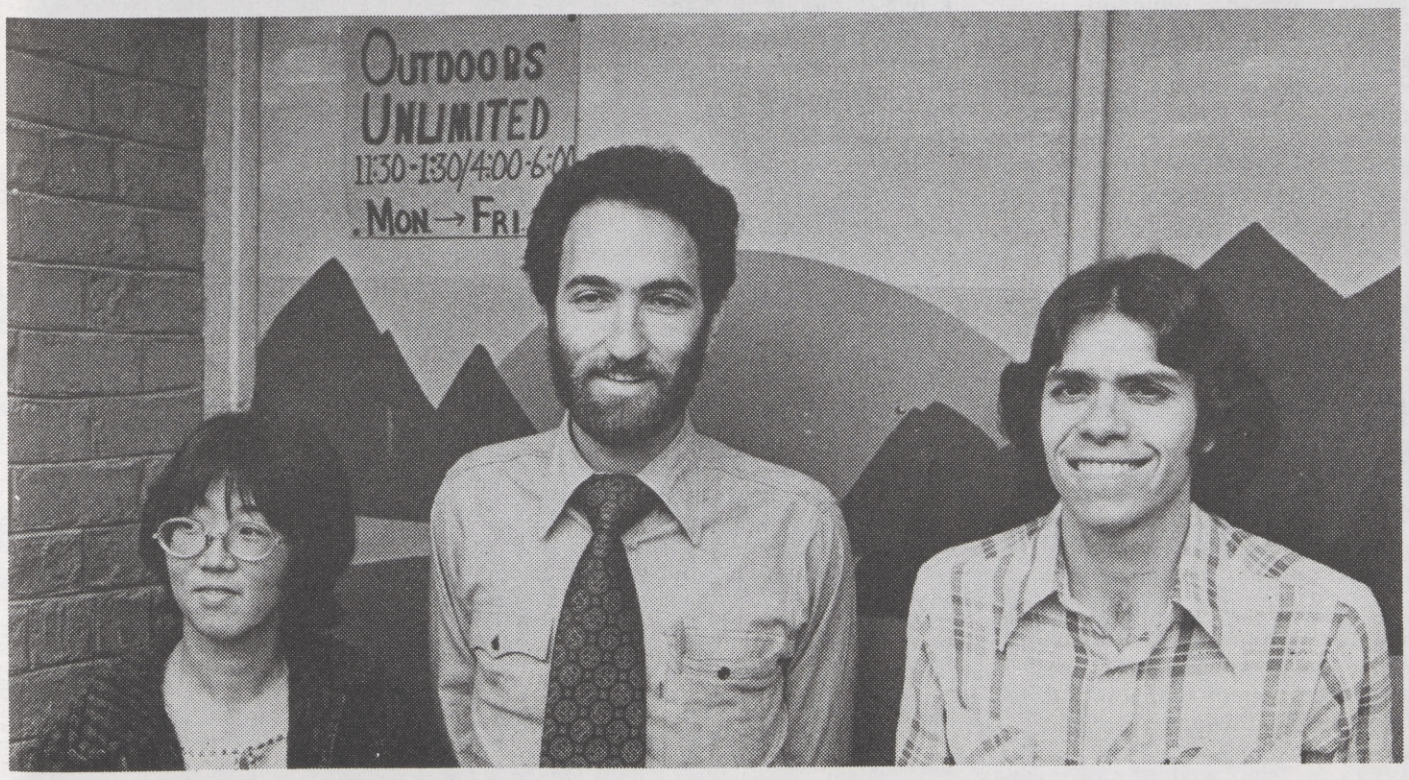
Since its inception in 1972, the UCSF Health Policy Program has had four major goals: to identify major health policy issues; to provide government officials with technical assistance; to disseminate research findings to policy makers, professionals, and the public; and to educate and train students and faculty in the health professions.

Sports Around Campus

Physical Therapy Runners

There's a team of runners in the Physical Therapy Department. Top center is Carl Paroaohao, a hospital escort. Below him (l-r) are Physical Therapists Joanne Watchie, Nancy Horowitz, Judy Leydig, Sandy McDade, Phil Murphy, and Lester Turner.

They've been together for two years, and have participated in the annual Christmas Relays along Highway One up to Half Moon Bay, and in the Lake Merced Relays. Last year the team challenged Presbyterian Hospital's physical therapy runners — and won. They work out at noontime, averaging runs from one to seven miles. Their tee shirts say, "If it's physical, it's therapy."



Cross Country Winners

The UCSF Lake Trail Don't Fail 3½ Mile Run occurred recently in Golden Gate Park, sponsored by the Millberry Union Recreation Department.

Winners in the men's open class competition are Greg Thomas (at right), a second year medical student who completed the race in 17 minutes and nine seconds, comparable to a five-minute-a-mile-pace; Monroe Rosenthal (center), medical resident who finished second in 20 minutes and 23 seconds; and Bob Barnes, Millberry Union recreation assistant who placed third, running the race in 20 minutes and 25 seconds.

Winners in the women's division are Arlene Banks, graduate nursing student, who completed the race in 26 minutes and 17 seconds, and Mikiye Nakanishi (left), who was formerly employed here as a laboratory technician, who ran for 23 minutes and 33 seconds.

Psoraisis Day Care Center

"I was most impressed with the close relationship doctors and nurses here at this center have with their psoriasis patients," said Ray Jobling, chairman of the Psoriasis Association, Great Britain, on his recent visit to the UCSF Psoriasis Day Care Center.

Jobling is a psoriasis patient and a sociologist who teaches at Cambridge University. One of his research specialties is the psychological effects on patients of skin disorders such as psoriasis.

His hosts at the center were Mary Dunselman, charge nurse, Patricia Heckel, Phil Michaelis, co-chairman of the San Francisco chapter of the National Psoriasis Foundation, and the patients.

Ray Jobling, chairman of the Psoriasis Association, Great Britain, watches as Mary Dunselman, R.N. treats patient Shirley Liston's hand.

Poly High

(Continued from Page 1)

which immediate funding appears to be feasible, include the Langley Porter Institute High School for emotionally disturbed teenagers, now located in temporary quarters at the US Public Health Services Hospital. Another would be a special school for pregnant students. Both of these programs involve participation by the S.F. Unified School District.

Two others of direct use to the community would be a proposed Cardiopulmonary Resuscitation Training Program and "Outdoors Unlimited," a campus program already widely utilized by the neighborhood, which provides programs and equipment for a variety of sports and outdoor recreational activities. The campus also proposes to place at Poly offices for its Personnel Training and Development program and for a Women's Program on the role of the volunteer.

According to Chancellor Francis A. Sooy, M.D. these programs could be initiated at Poly almost immediately, if the facility's seismic safety, maintenance, heat, light, security and janitorial services are found to meet appropriate codes and standards.

"It is our understanding that the Poly Coalition would like to gain cooperation of one or several large lessors in order to raise sufficient funds to keep the Poly buildings open and operating," Chancellor Sooy declared.

"For our part, we are anxious to cooperate with the community on mutual projects which would be of benefit to both the university and the neighborhood. The campus has limited authority to enter into lease arrangements on its own. I am willing to proceed now with the above mentioned programs, which added together will meet this limitation."

DON'T SPREAD RUMORS

Security on campus is everyone's job, Campus Police spokesman Lt. Michael Michell declared. Lt. Michel suggests the following:

☐ If you see or hear of an incident, report it to the police at once.

☐ If you hear about an incident, check it with the police before spreading the rumor.

THE POLICE EXTENSION IS 1414. IN CASE OF AN EMERGENCY CALL, EXT. 1110.

Acting Head for Affirmative Action

Tom Gwyn, director of UCSF Public Service Programs, has agreed to serve as acting coordinator of the office on Affirmative Action until a replacement for former coordinator Joanne Lewis is found. Ms. Lewis has accepted a position with the State Fair Employment Practices Commission.

Chancellor's Service Award

Each year the Chancellor's Award for Public Service is presented to three people who have performed outstanding service to the campus community or to the community at large. Recipients have been faculty members, students, and staff employees. Three awards are made: two for $500 and one for $600 which has been designated the "Thomas N. Burbridge Public Service Award," $100 of which is given by the Black Caucus. Candidates for the Burbridge Award should demonstrate contributions to equal education and employment opportunity and to social justice.

Names of candidates will be accepted through April 1. The awards will be presented in May at a ceremony honoring the recipients. Recommendations for candidates must meet the following requirements:

- be recommended by someone from UCSF;
- include a description of candidate's current community activities, particularly the activity or service for which he or she is being nominated. Community activities can include campus-oriented activities; and
- include signatures, addresses, telephone numbers, and affiliations of three individuals who can attest to the candidate's contributions.

All recommendations should be submitted in writing to Chancellor Sooy, Room 126S, no later than April 1.

A. Freeman Bradley Jr., director of the Research and Development Laboratory, is 1978 chairman of the award committee.

Transportation Report Submitted to Sooy

The Parking and Transportation Committee has adopted its recommendations and those of the consulting firm, DeLeuw Cather and Company, for a new campus parking and transportation program, according to Committee Chairman John Elberling. The proposal has now been submitted to Chancellor Sooy for review and approval.

The Task Force on Parking and Transportation continues to urge employees, staff and students to seek alternate methods of transportation to campus to help alleviate the serious parking and transportation problems that exist.

All department heads should be reminded that the Chancellor has approved flexible work schedules for employees to coincide with schedules for buses, carpools, vanpools and shuttles.

The Chancellor urges the continued cooperation of staff, faculty and students who do not drive single-occupant autos to campus, while encouraging those who do to seriously explore alternative methods.

In Memoriam

A memorial service is planned for Chauncey Leake on March 1 in Cole Hall at 3:00 p.m. The Department of Pharmacology, under the direction of E. Leong Way, plans a program that will include a discussion by Dr. Way of Dr. Leake's academic accomplishments, and readings of some of Dr. Leake's poems by his close friends.

Dr. Leake, internationally known pharmacologist, senior lecturer at UCSF, died on January 11, at age 81.

Dr. Leake, in his later years an irrepressible and prolific poet, collapsed on the evening of January 10 at the Bohemian Club, just after the completion of a reading of his poems which was attended by 100 colleagues and friends. He was taken to Moffitt Hospital and early the next morning was pronounced dead of an aortic aneurism.

Dr. Leake's research at UCSF covered a wide range of subjects in the field of pharmacology. He was especially noted for work on anesthesia and in the development of tranquilizers. The first amphetamines were discovered in Dr. Leake's laboratory by Dr. Gordon Alles.

His lifelong effort to popularize science and medicine for students and the lay public was one of his most lasting achievements.

Among the tributes paid to Dr. Leake at the time of his passing were two from his longtime colleagues:

Chancellor Francis A. Sooy said, "I have been associated with Dr. Leake since my student days at UC San Francisco in 1938. He was truly the intellectual, moral and spiritual conscience of the San Francisco campus."

Dr. John B. de C.M. Saunders, former Chancellor,described Dr. Leake as "not only one of the warmest, most outgoing individuals I have known, but the most generous. He was always ready to draw attention to the achievements of others, to encourage and praise students for good work."